

Job Description  
*Missouri State Highway Patrol*

Class Title: Information Analyst Supervisor - Motor Vehicle Bureau

Title Code: V00588

Effective Date: 12/22/04

Date Reviewed:

Date Revised:

**Immediate Supervisor:** Motor Vehicle Section Manager/Sergeant

**Position Supervised:** Classifications with the Motor Vehicle Section

**FLSA Classification:** Non-exempt

**Working Hours:** An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is responsible technical and supervisory work over technical and clerical staff. The employee supervises information analysts and clerical personnel assigned to the Motor Vehicle Bureau; coordinates work schedules, approves/disapproves leave, conducts performance evaluations, proofs work for accuracy, etc. The employee is responsible for analyzing information and preparing finalized reports related to motor vehicle fraud and theft. An employee in this position ensures that the communication lines between the Patrol, state agencies, and other law enforcement agencies around the country are kept open. The employee exercises independent judgment and initiative in the performance of assigned duties.

DESCRIPTION OF DUTIES:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.)

Supervises the work of technical employees within the Motor Vehicle Bureau; plans, assigns, and delegates the flow of work duties for efficiency; reviews work for accuracy and completeness; coordinates training for subordinates assigned to the unit; approves/disapproves leave; approves time records and corrects records as necessary; prepares probationary and annual evaluations; trains and orientates new employees assigned to the narcotics unit.

Analyzes and investigates information received from law enforcement officers and documents from the Department of Revenue (DOR) regarding possible stolen Vehicle Identification Numbers (VINs), odometer fraud, tampered vehicle titles, etc., to determine if a formal investigation is warranted; prepares a report of findings and forwards it to section manager for a formal investigation or to close the case.

Receives requests for title histories, motor vehicle and driver's license records and other information, etc., via telephone, teletype, facsimile, e-mail, and in person; responds to requests for information to authorized agencies by requesting specialized reports from the Missouri Department of Revenue (DOR) and forwards the reports upon receipt to requesting authority.

Maintains log of all information received, researched, and/or disseminated for monthly report.

Compiles statistical information from the auto theft awareness reports; publishes the monthly Auto Theft Bulletin.

Assists Patrol Motor Vehicle Inspection personnel with regards to interpretation of policy and procedures, verification of VINs, etc.

## Information Analyst Supervisor - Motor Vehicle Bureau

2

Reviews daily title application printouts for matches of stolen vehicles; serves as a backup to personnel responsible for monitoring the title applications lists.

Processes and authenticates replacement VIN plate applications and manufacture's plates for distribution to the troops.

Serves as a liaison for the Patrol with DOR, other state departments, and law enforcement personnel; consults with them regarding policy and procedure interpretation, implementation, changes, etc.

Participates in training provided by the Patrol and DOR regarding changes in computer systems, policies, and procedures.

Attends meetings with Department of Revenue and other state agencies to assist with policies related to motor vehicle titling, drivers' licenses, motor vehicle inspections, auto theft, etc.

Processes all drivers' license requests and renews license plates through DOR for undercover officers.

Conducts training at the Law Enforcement Academy and for various law enforcement agencies reference motor vehicle document fraud; makes presentations regarding VINs, title applications, policies and procedures, etc.

Researches returned license plates to determine their status; if stolen, the information is forwarded to unit supervisor for a formal investigation; if not stolen, the plates are given to DOR for destruction.

Maintains various temporary and permanent files.

Updates and consults with DDCC/MVB Section Manager on section's progress, problems, issues, etc.

Reviews General Orders, Fiscal Notes, etc., and makes recommendations for changes that relate to the section's responsibilities.

Operates a variety of office equipment (photocopier, computer terminal, telephone, facsimile, microfilm and microfiche machines, etc.) in the completion of duties.

Performs other related duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of modern office practices, procedures and equipment.

Thorough knowledge of DOR's Motor Vehicle and Driver License Bureau's policies and procedures regarding the disseminating of their records.

Thorough knowledge of Missouri Sunshine Laws and Privacy Act.

Considerable knowledge of MULES, NCIC, and DOR computer and hard copy files.

Knowledge of the basic principles and techniques of supervision.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to work independently.

Ability to collect, organize and present facts accurately and thoroughly.

## Information Analyst Supervisor - Motor Vehicle Bureau

3

Ability to work closely with others as a cooperative team and display team leadership.

Ability to establish and maintain files and documents in accordance with established procedures.

Ability to prioritize tasks effectively.

Ability to plan, assign and direct the work of others.

Ability to communicate effectively in verbal and written form.

Ability to effectively supervise the work of others.

Ability to understand and follow written and verbal instructions.

Ability to exercise judgment and discretion.

Ability to operate standard office equipment in the completion of assigned duties.

Ability to establish and maintain harmonious working relations with others.

Ability to make decisions in accordance with laws, policies and regulations and apply these to work problems.

Ability to operate basic office machines, e.g., computer terminal and keyboard, telephone, copy machine, microfilm reader printer, microfiche reader, etc.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

### MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

Two years experience as an Information Analyst II or comparable technical or law enforcement experience. (A bachelor's degree in business administration, criminal justice or related field may be substituted for a maximum of four years of the required related work experience)

One year supervisory experience or successfully complete the department's supervision course within a period not to exceed one year after becoming a supervisor or possess comparable training.

### NECESSARY SPECIAL REQUIREMENTS

Must be a resident of Missouri at the time of appointment.

Ability to pass a comprehensive background check necessary to have access to criminal intelligence and other information in the Division of Drug and Crime Control.

Completion of Auto Theft Training within six months of appointment or as soon as scheduling permits.

Information Analyst Supervisor - Motor Vehicle Bureau

4

Successful completion of MULES training and complete yearly recertification.

Completion of Basic VIN School within six months of appointment of as soon as scheduling permits.